

HEALTH BENEFITS E-NEWS

Department of Human Resource Management
Office of Health Benefits

October 23, 2018

Notice of Changes to the 2016 COVA Care Member Handbook and 2017 Amendment

Beginning October 19, 2018, Benefits Administrators were mailed a supply of the July 1, 2018, Notice of Changes to the 2016 COVA Care Member Handbook, which addresses important changes and clarifications to health benefits plan coverage. The supply is based on agency BES counts plus 5 percent. Please distribute to all employees enrolled in the COVA Care health plan. The notice was mailed directly on October 18 to the address of record for non-Medicare retiree group members and Extended Coverage (COBRA) participants.

Notice of Changes to the 2017 COVA HDHP Member Handbook

The July 1, 2018, Notice of Changes to the 2017 COVA HDHP Member Handbook was mailed on October 19 directly to the address of record for all COVA HDHP participants, including active employees, non-Medicare retiree group members and Extended Coverage (COBRA) participants.

The 2016 COVA Care and COVA HealthAware Member Handbooks, 2017 COVA HDHP Member Handbook and all amendments may be found at <http://www.dhrm.virginia.gov> on the Health Coverage page under the Health Info tab.

Processing of VITALS SmartShopper Incentive Payments

We have had questions regarding the processing of the SmartShopper incentive. The Office of Health Benefits has received a test incentive file, and will provide specific instructions for processing the payments when testing is completed.

Western Virginia Regional Emergency Physicians in Southwest Virginia

Since April 1, 2018, Western Virginia Regional Emergency Physicians, a non-participating provider with Anthem, has been affiliated with Schumacher Clinical Partners in serving several Southwest Virginia hospitals. Schumacher provides emergency care at Ballad Health Facilities, including Johnston Memorial Hospital, Russell County Medical Center and Smyth Community Hospital. Anthem continues negotiations with the provider. While the provider is accepting the Anthem allowable charge and will not balance bill members at these facilities, this could change at any time and is outside the Commonwealth's control. For additional information on Schumacher Clinical Partners, see the BA E-News dated [September 21, 2018](#).

Virginia Radiology Associates No Longer in Operation

Virginia Radiology Associates, based in Northern Virginia, has notified Anthem that the business has ceased operation. Anthem sent the attached letter to impacted members informing them that this provider is no longer in business as of August 29, 2018. Virginia Radiology Associates served the following hospitals:

- Novant Health UVA Prince William
- Novant Health UVA Haymarket
- Novant Health UVA Culpeper
- Warren Memorial Hospital
- Fauquier Hospital

All other radiology providers are in-network at these hospitals.

Please do not reply to this e-mail. You may send inquiries to the Office of Health Benefits mailbox at ohb@dhrm.virginia.gov